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# Welcome to Business Breathers

## Leadership Post COVID

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# Session Goals

- \* How to talk to employees
- \* Difference between change and transition
- \* Being aware of the three stage transition model
- \* Address questions, concerns and comments



# Leadership Defined

Leadership is a process of providing guidance and direction through sound communication .



# Leadership Principles

- Honesty
- Fact based communication
- Empathy
- Flexibility
- Humility
- Active listening



# Communication Defined

Communication is a process of imparting or exchanging thoughts, information and opinions.



# Communication Principles

- Simple and easy to understand
- Empathetic Intelligence
- Target the message





# Change & Transition

Change is situational while transition is psychological



# Three Stage Transition Model

- Ending & Letting Go
- Managing The Neutral Zone
- The New Beginning



# Ending & Letting Go

*“nurturing relationships to get the job done”*

- Define what is over and what is not over
- Identify new expectations, responsibilities and accountability
- Educate team members about the future.....ASK
- Prepare your team for future tasks
- Practice and speak to social distancing, PPE and good hygiene
- Stay connected to furloughed team members

***“people fear what they don’t understand”***



# Managing The Neutral Zone

*“information is key to success”*

- Provide consistent and timely feedback
- Keep team members in the information loop
- Focus on short term goals
- Celebrate wins.....no matter how small
- Maintain anchors and work practices as much as possible
- Don't expect perfection.....completion will do nicely
- Look for opportunities amid the confusion

***“people are feeling lost and in need of direction”***



# The New Beginning

“adapting to the nuances of transition”

- Leverage the moment
- Reinforce the “NOW” normal
- Reimagine the new culture
- Highlight success stories.....people love story telling
- Establish direction, alignment and commitment to long term goals
- Prepare to make adjustments
- Know what the organizational plans are

***“when people need love and understanding the most is probably when they deserve it the least”***



# What Does Leadership Post COVID Boil Down To?

- ✧ Ability to lead and manage the transition
- ✧ Facilitate communication
- ✧ Provide leadership and on going employee coaching
- ✧ Plan for operational changes
- ✧ Be the Chief Empathy Officer

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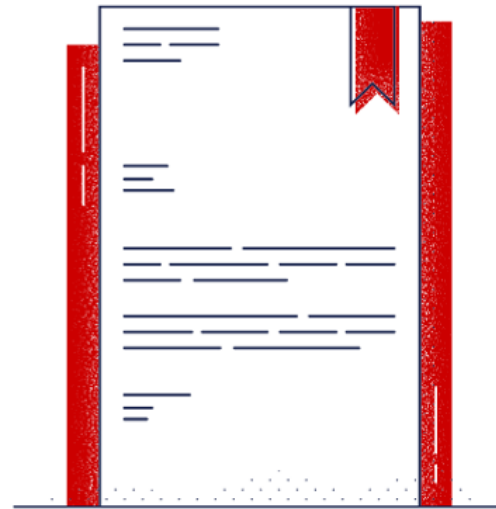
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Thank you for joining us.

Join us on Wednesday September 16 for  
“Maximizing Your Impact: Tailoring  
Communication to Your Stakeholders”  
with Jacqueline King,  
CEO Everleap

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